



**west
highland**
housing

Our charter report card
2018/19



Providing affordable homes and services to the people of Oban, Lorn and the Isles

Introduction



Welcome to our 2018/19 report card, where we report on how we are performing against the Scottish Social Housing Charter (the Charter).

We have measured against the Charter

outcomes you have told us are important to you but, as an organisation, we look at all 14 outcomes and see where there is a need for improvement – there are always ways we can improve the service we deliver to you.

Equalities

Each year, we collect information from people on the Home Argyll waiting list and submit this information to the Scottish Housing Regulator.

Communication and participation

These outcomes have been mixed in the past. We tried to improve our communication and regularly ask our tenants how they would like us to communicate with them.

Following last year's consultation on our maintenance programme and rent charges, we are aware we need to improve our communication around rent setting and service charges. We want to develop a better process and will be involving tenants to do this.

Housing quality and maintenance

One of the areas that has received the most attention is housing quality and maintenance.

Once again, our report demonstrates the quality of our housing is good and compares well against the Scottish average.

Next year, we will report back on our planned maintenance work as this is an area we are investing around £1 million in each year, and it is important we get this right.

We are above the Scottish average for emergency repairs, but this is partly due to our geography. I am pleased to report our repairs performance is improving and, for this to continue, we need to ensure we get repairs right first time.

Tenancy sustainment/neighbour disputes

Our tenancy sustainment levels have improved and are better than the Scottish average. In addition to this, we have had very few cases of tenants leaving their property without notice or behaviour that has led to eviction. We believe this is, in part, a result of the positive relationships we have with our tenants.

Linked to all of the above is our work on estate management. We are looking at ways to take a more active approach to estates. Last year we were more active in asking tenants to remove items that are fire hazards, particularly in our flatted properties.

Neighbourhood issues tend to be around noise or different approaches to living in a property. Generally, we deal with these complaints quickly and work with both parties to reach an agreement – our performance is very good in this area.

Value for money/rent and service charges

We've looked carefully at our performance, which is generally good or above. We noted high performance on void turnaround, rent collected and tenants reporting they feel rent is good value for money.

We want to hear from you and where you think we could improve. If you have any suggestions, please complete the short survey included with this report.

Best wishes

Douglas Mackie
Chair

Our performance

This report will let you know how we performed on the standards and outcomes set in the Scottish Social Housing Charter (the Charter) for the period 2018/19.

We report to the Scottish Housing Regulator (SHR) each year and you can find the full report on the SHR's website www.scottishhousingregulator.gov.uk/for-tenants. The website also has a comparison tool to help you find out how other landlords perform.

What we have reported on

In this report we have focused on the standards we believe are the most important to you, our tenants. These include:

- how well we keep you informed;
- housing quality and maintenance;
- anti-social behaviour; and
- rents and service charges.

So you can see where we are doing well and where we need to improve, we have also included the following information:

- how we compare with national averages;
- our previous performance; and
- the actions we are taking to improve performance.

How we measure our performance

Our performance information comes from a range of sources. We carry out regular in-house surveys with a third of our tenants, the results of which are verified by external consultants, Knowledge Partnership.

In most instances, we compared ourselves with the SHR's Scottish average (which includes all councils and housing associations (HAs)). However, when it comes to our rents, we compared ourselves with the HA average (all Scottish HAs).

This report will be sent to all tenants and made available to other customers via our website and in person. We hope you find the content useful and we always welcome feedback.

The ratings



We are doing well



We could do better

Key facts 2018/19



	2017/18	2018/19	Scottish average
INDICATOR: Tenants satisfied with their landlord's neighbourhood management	92%	88%	87.8%
INDICATOR: Tenants satisfied with overall service provided by their landlord	94%	89%	90.1%
INDICATOR: 1st stage complaints responded to within timescales	88.64%	86.15%	86.9%
		2018/19	Scottish HA average
INDICATOR: Average weekly rent	1 apartment	£49.22	£82.54
	2 apartment	£79.26	£83.20
	3 apartment	£91.92	£92.00
	4 apartment	£100.63	£101.78

	2017/18	2018/19	Scottish average
INDICATOR: Anti-social behaviour responded to within timescale	93.33%	100%	87.9%
INDICATOR: Average planned rent increases	3%	3.6%	3%
INDICATOR: Total number of emergency repairs completed	553	557	N/A
INDICATOR: Average length of time taken to complete non-emergency repairs	6.61 days	6.63 days	6.6 days
INDICATOR: Total number of reactive repairs completed	2,233	2,260	N/A



	2017/18	2018/19	Scottish average
INDICATOR: Tenants satisfied with the quality of their home	96%	91.98%	88.1%
INDICATOR: Tenants satisfied their rent is good value for money	89%	88%	83.2%
INDICATOR: Tenants satisfied with the standard of their home when moving in	100%	97.92%	90.8%
INDICATOR: Total rent due to be collected	£3,443,515	£3,608,695	N/A
INDICATOR: Average time in days to re-let homes	7.24 days	13.57 days	31.9 days
INDICATOR: Percentage of stock meeting the Scottish Housing Quality Standard	99.24%	95.67%	94.1%
INDICATOR: Properties abandoned	1	3	N/A





2,697
 applicants were on housing lists at year end (31 March 2019).

95.67%
 of stock met the Scottish Housing Quality Standard in 2018/19.

35
 medical adaptations were completed during 2018/19.

		2018/19	Scottish average
INDICATOR: New tenancies sustained for more than one year	Existing tenants	93.33%	93.6%
	Homeless applicants	92.59%	87.9%
	General applicants	93.94%	87.9%

100%
 of properties requiring a gas safety record had a gas safety check completed.



What do you think?

To help improve the information we provide on our performance in the future, we want to know what you think of this report. If there is anything you would like to ask or discuss in more detail, please get in touch – we would be delighted to hear from you.

We want to work with you to improve services for tenants. Getting involved doesn't always mean attending meetings, it can include "brew and blethers", estate walkabouts and "armchair critics". It is up to you how much or how little you want to participate.

If you are interested, please contact us:

Tel **01631 566451** or **0300 323 1170** (freephone)

Email mail@westhighlandha.co.uk

Write to **West Highland Housing Association, Crannog Lane, Oban PA34 4HB**



Link will produce this information on request in Braille, Audio Tape, Large Print and Community Languages. To find out more, telephone us on **0300 323 1170**.



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